



## **PROTOCOL CLERK**

An opportunity is available to work as a Protocol Clerk within the Protocol Section at the U.S. Embassy, Canberra.

Salary: A\$61,440 p.a. + superannuation benefits

**All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.**

**Please note that incomplete applications will not be considered, so please review the how to apply instructions carefully.**

1. Completion of secondary school (Year 12) is required.
2. A minimum of two years progressively responsible secretarial and clerical experience is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Excellent organizational skills and attention to detail, including proof-reading skills, is required.
5. Demonstrated understanding of the Australian Government and protocol, including Australian style and customs, is required.
6. A high level of computer skills and a good working knowledge of Microsoft Office suite are required.

For instructions on how to apply, please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, via email to: [usaembrhro@state.gov](mailto:usaembrhro@state.gov) by **December 9, 2015**

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

***Note:*** Only short listed applicants will be contacted.

<b>POSITION TITLE: PROTOCOL CLERK</b>	<b>POSITION GRADE LE- 6 (STARTING SALARY A\$61,440)</b>
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## **DUTIES AND RESPONSIBILITIES**

### **Basic Function of the Position**

Under guidance and direction from the Protocol Assistant, incumbent performs duties associated with the functions of the Protocol Office, including support for correspondence, gifts and ceremonial duties, event management, calendar, contacts database, and Protocol Office administration.

### **Major Duties and Responsibilities**

Protocol Office Duties 100%

#### **A. Correspondence**

Under the direction of the Protocol Assistant, drafts official correspondence in a timely manner from the COM relevant to protocol (including, but not limited to, thank you, condolence, congratulatory, and HOM welcome and farewell letters). Prepares holiday and seasonal courtesies from the COM and maintains a list of holiday cards / gratuities received by the COM in the Contacts Database.

#### **B. Gifts and Ceremonial Duties**

Works closely with the Protocol Assistant in preparing representational gifts for official purposes, such as research and ordering appropriate items, gift-wrapping, distributing / mail-out of gifts, preparing draft gift thank you notes (as directed). Assists with processing and accurate recording of all official gratuities received by the COM in the Contacts Database. Under the direction of the Protocol Assistant, liaises on arrangements for ceremonial duties performed by the COM and the DCM, such as wreath laying, condolence book signings and diplomatic courtesies.

#### **C. Event Management**

Under the direction of the Protocol Assistant, provides support for entertaining and event management at the official residence of the Chief of Mission (COM) and the Deputy Chief of Mission (DCM), including event stationary preparation, production and delivery (such as, but not limited to, invitations, place cards, menu cards, seating charts, etc. ); event guest entry and visitor liaison (such as recording RSVPs, guest list reconciliation, recording invitee queries, visitor access requests); and event briefings (preparing event run sheets and appropriate briefing materials for COM and DCM-hosted events). Under the direction of the Protocol Assistant, provides support for the facilitation of relevant courtesy calls at both the CMR and Chancery for the COM.

#### **D. Calendar**

Under direction of the Protocol Assistant, ensures relevant invitations to the COM or DCM are processed in a timely manner. On direction, assists with the compilation of

draft event run sheets, biographical notes and associated briefing materials for relevant events accepted by the COM and DCM.

#### E. Contacts Database

Undertakes data entry for the Contact Database (Canberra) including updates, revisions for all individual contacts, events hosted by the COM and the DCM, and records of gratuities (see “Gifts and Ceremonial Duties”). On direction, prepares analyses of Contacts Database records for the preparation of reports including on events, contacts, correspondence and gratuities.

#### F. Protocol Office Administration

Under guidance from the Protocol Assistant, and liaising closely with GSO and the Warehouse, helps maintain adequate supplies of official event and office stationery.

### **Selection Criteria**

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school (Year 12) is required.
2. A minimum of two years progressively responsible secretarial and clerical experience is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Excellent organizational skills and attention to detail, including proof-reading skills, is required.
5. Demonstrated understanding of the Australian Government and protocol, including Australian style and customs, is required.
6. A high level of computer skills and a good working knowledge of Microsoft Office suite are required.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

### **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## ELIGIBILITY REQUIREMENTS

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

## HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the post. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or a current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); and;
- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,
- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;
- ✓ (If applicable) Candidates who claim U.S. Veterans preference **must** provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference **must** submit documentation confirming eligibility for a conditional preference in hiring with their application. Any U.S.

Veterans who apply **must** also indicate whether they wish to invoke their preference.

### **INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED**

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

### **SUBMIT APPLICATION TO**

Regional Human Resources Office  
American Embassy  
via email to: [usaembrhro@state.gov](mailto:usaembrhro@state.gov)

### **THE DEADLINE FOR APPLICATIONS IS DECEMBER 9, 2015**

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

### **APPENDIX B**

**If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.**

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)

- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References